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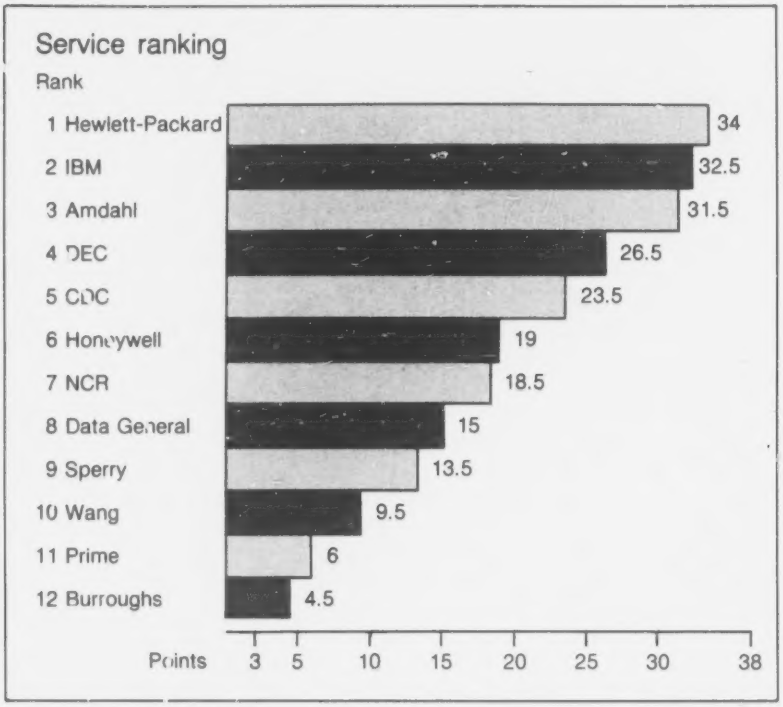

If you are dissatisfied with the documentation and service of the software you are buying, you are not alone, according to the survey. "Poor documentation is an industry-wide scourge," it concludes. Every manufacturer, with the exception of DEC and HP, scored low in software documentation. In the category of software service and support, only DEC, IBM, and HP performed acceptably.

The survey was conducted via telephone interviews in late 1983 and 1984. A copy of "Computer Users, An Opinion Survey" is available for $125 from Stuart Kirkland, 10636 Main St. #117, Bellevue, WA 98004, (206) 455-0952.

Planner: "Politics" behind firing

A former capacity planner for the Bank of America claims he saved millions of dollars for his ex-employer by tuning up its mainframe performance-measurement system, but was fired because his recommendations ruffled the feathers of the bank's capacity-management staff.

The capacity planner, Clifford J. Johnson, 35, of San Francisco, has been locked in a four-year legal struggle with the nation's second largest bank in the California state courts. He wants the bank to pay him damages for improperly firing him and defaming his reputation.

The Bank of America denies the charges and claims Johnson only saved it a fraction of the money he says he saved them. An attorney for the bank, Mark Ross of San Francisco, refused to comment on Johnson's allegations, other than to say they were untrue.

Johnson, hired in 1977 as an operations-research expert, claims he was fired after making several suggestions on how the mainframes in the bank's San Francisco data center could run more efficiently and safely. He says these suggestions were resented by the systems-programming department, which was responsible for capacity planning. A political battle ensued, ending with Johnson's forced termination in 1980.

Johnson claims his firing was malicious. The bank gave bad references about him to prospective employers, he says, and that helped keep him unemployed for 18 months. Now he works as manager of capacity planning at Stanford University in Palo Alto, CA.

Johnson filed the lawsuit in 1980. The suit was twice thrown out because he didn't state how the bank's acts were illegal, Ross said. The third complaint has been pending since 1981.

In the lawsuit and a subsequent interview, Johnson alleges the following. He was hired in June 1977 (his salary at termination was about $30,000) as capacity planner for a part of the dp department involved in new applications. However, Johnson says his boss ordered him to secretly evaluate the capacity-measurement techniques used in another section of the dp department responsible for mainline production applications. The bank's systems-programming department, which oversaw performance measurement in that corner of the dp department, resented his recommendations once they found out about them.

The animosity between the entrenched systems programmers and Johnson became apparent to upper dp management and the personnel department. It prompted correspondence in which Johnson repeated his criticisms of the system. The dp manager, initially appreciating Johnson's cost-cutting work, eventually sided with the systems programmers. Finally in February 1980, after Johnson had refused to resign, the bank fired him. He filed the lawsuit two months later.

Johnson doesn't blame his coworkers. "On one hand, you have a man [Johnson's boss] who pushed the rules to save the company money, but how can you blame him for trying to

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